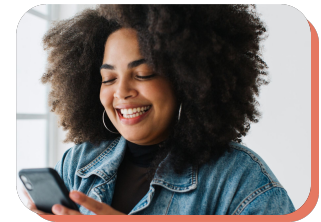


Welcome to your Maple benefit guide

Did you know? Your benefits package gives you and your eligible dependents easy access to trusted doctors and nurse practitioners on Maple. You also have access to a breadth of counsellors and advisors through your member assistance plan. So you can get care from home or on the go.

This guide will help you learn about your Maple benefit and show you how to get started.

maple



How to get started



Scan the QR code or visit
getmaple.ca/healthplus



Have questions? We've got answers.
Chat with our Customer Support
team on www.getmaple.ca/contact-us/
or the Maple app.



Using Maple is as easy as 1-2-3



1

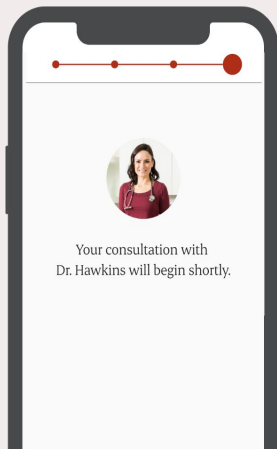
Select “Get care” and enter your symptoms

What are your symptoms?

- eye / throat infection
- urinary infection
- cold / flu
- skin problem
- shortness of breath
- headache
- anxiety / depression
- minor injury / joint pain
- diarrhea / constipation
- abdominal pain

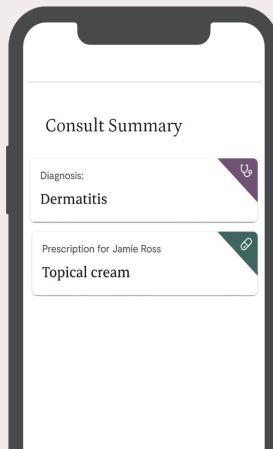
2

Connect with a doctor or nurse practitioner



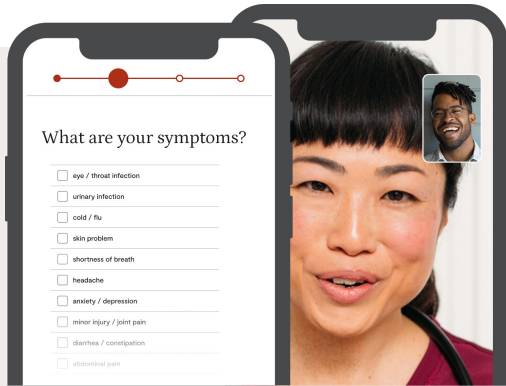
3

Receive advice, prescriptions and more



What's included

- ✓ Unlimited visits with a primary care provider for you and your eligible dependents. Available 24/7, via your phone, tablet, or computer.
- ✓ Receive trusted medical advice, prescriptions, lab requisitions, diagnostic imaging requests and specialist referrals at the discretion of the provider.
- ✓ Communicate via secure instant messages, video or audio chat — whichever is your preference.
- ✓ Connect with counsellors, legal and financial advisors, career coaches, and more through your member assistance program.
- ✓ Achieve your wellness goals with interactive learning modules, tools and coaching through Cognitive Behavioural Therapy (CBT).

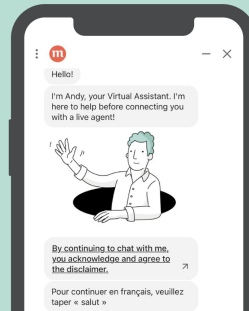


Virtual primary care

Speak with Canadian-licensed doctors and nurse practitioners from wherever you are. You can receive medical advice, prescriptions, lab requisitions, and more at the primary care provider's discretion.

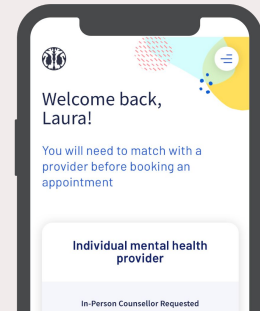
Dedicated customer support

If you have any additional questions about the Maple program or your coverage, you can reach our team via live chat on the Maple app or website.



Member assistance program and cognitive behavioral therapy

Access your integrated member assistance program and cognitive behavioural therapy via Inkblot. Connect with counsellors, legal and financial advisory services, career coaching, and more.



Frequently asked questions

What is Maple?

Maple is a healthcare platform for fast, convenient access to Canadian-licensed healthcare professionals via your smartphone, tablet, or computer.

How does Maple work?

Simply tap a button to request a consultation and connect with a Canadian-licensed primary care provider via secure messaging, audio, or video chat. Primary care providers can provide medical advice and issue prescriptions, lab requisitions, medical notes, diagnostic imaging requests, specialist referrals, and more at their discretion.

Is there a limit to what primary care providers can do on Maple?

Primary care providers on Maple can treat a variety of common health issues virtually. However, not all requests are suitable for virtual care. All consultation requests on Maple are reviewed by primary care providers who will assess your symptoms and medical history to determine if your medical issue can be safely treated through a virtual consultation.

Maple should not be used for medical emergencies. If you believe you have a medical emergency, please call 911 or go to the nearest emergency room.

Our primary care providers cannot legally prescribe narcotics or controlled drugs.

How do I create my account on Maple?

Visit getmaple.ca/healthplus and enter your ID number in the verification field to confirm your eligibility. You'll then be asked to add a few details to set up your Maple account and create a password.

Which devices can I use to access Maple?

You can access Maple using your smartphone, tablet, or computer. You can download the Maple mobile app if you have an iOS or Android device. Maple is also available via any modern web browser.

Can I add family members to my account?

Yes, Maple's quick and convenient care access is available for your eligible dependents. Eligible dependents are limited to those who would also be covered under your benefits, such as spouses and children.

How do I add my family members?

Dependants who are 18 years of age or older may create their own account. Navigate to your coverage tab from your Maple dashboard and follow the instructions to send an email invitation to them to create their own account.

For dependents under the age of 18 and/or for whom you have Power of Attorney (POA) for medical decision making, your account may be shared to access care on their behalf. To add a profile visit the "profiles" tab, and select "add a new patient".

Who are Maple's primary care providers?

Maple primary care providers are Canadian-licensed family/emergency room physicians (sometimes known as a general practitioner or GP) or nurse practitioners (NPs) qualified to diagnose and treat a variety of common health issues.

Does Maple replace my family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those who do not have a family physician and for those who do. Maple provides a way to manage primary care issues that arise when you can't get in to see your family doctor.

How do I create my account on Inkblot?

Click the "Member Assistance Program" tile within your Maple account. Navigate to Inkblot and click on "Get Started". For immediate support or 24/7/365 crisis counseling, call toll free 1-855-933-0103.



Frequently asked questions continued

Can I get prescriptions?

At the discretion of your treating primary care provider, prescriptions may be issued to treat your health concern. If you receive a prescription, you will have the option to pick it up at any pharmacy or have it delivered to your doorstep.

Can I get requisitions for lab work or diagnostic imaging?

At the discretion of your treating primary care provider, requisitions for lab work or diagnostic imaging may be issued to diagnose and treat your health concern. Secure electronic forms are generated on Maple and can be printed and taken to any local lab / non-hospital imaging centre for testing. Results will be uploaded to your Maple medical record and follow up care can take place virtually on Maple or with your family physician.

Can I get referred to a specialist?

At the discretion of your treating primary care provider, specialist referrals may be issued with the aim to find you a specialist in your local area. You'll be notified of the specialist you were referred to and their office will contact you to schedule an appointment. Please note that wait times may vary based on public system availabilities.

Can I request a specific primary care provider?

Maple selects the next available primary care provider to start your consultation as quickly as possible.

What languages can primary care providers speak?

Maple's interface, communications and provider language are all available in both English and French. You can switch languages within your account settings.

Will my health information be available on Maple?

Your Maple account captures data from each of your interactions and also allows you to contribute your own medical data including vitals, pre-existing conditions, surgeries, immunizations, medications, lifestyle factors, etc. If you'd like, you can even share your data with your family doctor directly from your account.

Is my information private on Maple?

Yes. Our systems are built and maintained to specifically meet applicable Canadian laws and regulations. To read our full Privacy Policy, visit www.getmaple.ca/privacy.

What other features are available on Maple?

Maple also allows you and your dependents to consult specialists and paramedical providers on the platform (i.e. mental health therapists, dermatologists, endocrinologists, etc.). While these visits will represent an out-of-pocket expense, they may be reimbursable through your extended health benefits.





Get Maple. Get Care.